



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**US Xchange of Illinois, L.L.C.**  
**Choice One**  
**Choice One Communications**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.10	1.10	1.50	1.23
B. Operator Answer Time - Information [730.510(a)(1)]	12.00 *	15.00 *	10.00	12.33 *
C. Repair Office Answer Time [730.510(b)(1)]	92.00 *	124.00 *	151.00 *	122.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	43.00	46.00	51.00	46.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	87.50% *	84.62% *	51.85% *	75.29% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.79	0.88	0.89	0.85
H. Percent Repeat Trouble Reports [730.545(c)]	11.11%	4.08%	10.20%	8.39%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on loop delivery from ILEC.



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